WHY WOULD YOU USE THIS FEATURE:
The Retention Center provides an easy way for you to discover which students in your course are at risk. Based on preconfigured rules and rules you create, students’ engagement and participation are visually displayed, quickly alerting you to potential risk. From the Retention Center, you can communicate with struggling students and help them take immediate action for improvement. Additionally, you can use your course activity information to prioritize which areas of your course to attend to first.
This tutorial will provide and overview of navigating the Retention Center as well a customizing the Retention Center in your course.

HOW TO NAVIGATE THE RETENTION CENTER:
1. The Retention Center can be accessed in one of two ways:
   a. My Blackboard (from within your Blackboard profile from anywhere in Blackboard) select the Retention Center from icons on the left.
   b. Or from within your Blackboard course. Locate the Control Panel; select Evaluation and then Retention Center.
2. The Retention Center has three parts – the **Risk Table**, **Students and Other information being monitored**, and **Your course activity**.

![Risk Table Diagram]

- **Risk Table** displays which students are at risk in one or more of four default rules:
  1. Missed Deadlines: 1 deadline(s) has been missed by more than 0 day(s).
  2. Grades Alert: External Grade is 25% below class average.
  3. Activity Alert: Activity in the last 1 week(s) is 20% below course average.
4. Access Alert: Last access occurred more than 5 days ago
b. **Right Side Panel** displays two types of information:
   1. **Students you are Monitoring**: Click a red dot indicator in the risk table to view a student's specific alert information. Then, click the star icon to being monitoring that student (add the student to the right hand column). This list allows you to easily check on the students who are most at risk in your course.
   2. **Other information you are Monitoring**: All rules you exclude from the risk table appear here. For example, you can create a rule to display those users doing well in your course, for activity that does not relate to risk, or for participation that you only need to monitor occasionally
c. **Your Course Activity**: The section following the risk table provides an overview of your activity, engagement, and participation in your course. This data helps you become more aware of how your behaviors are (or are not) contributing to student success. Your colleagues cannot view this information, only their own activity.

**HOW TO CUSTOMIZE THE RETENTION CENTER (CREATING/EDITING RULES):**
1. Access the Retention Center (see step 1 above).
2. Select Customize from the upper right hand corner.
3. To create a new rule select **Create** from the upper left hand corner and then select the type of rule you would like to create from the drop down menu. (rule descriptions provided below).

   a. **Course Activity Rule**: Alert is based on students' overall activity within your course. Students who are below a defined level of activity trigger the alert.
b. **Grade Rule**: Alert is based on a defined score for any grade or calculated column in the Grade Center. Students who score above or below the defined threshold for a specific grade item trigger an alert.

c. **Course Access Rule**: Alert is based on the date users last accessed your course. Students who have not logged in for a defined number of days trigger an alert.

d. **Missed Deadline Rule**: Alert is based on a defined due date for an assignment, test, or survey. Students who do not complete an assignment, test, or survey by the due date trigger an alert based on the option you choose.

4. For the purpose of this tutorial we will create a new **Course Grade Rule**.

5. Give your new rule a descriptive name. Select whether you want the rule to appear in the risk table of the Retention Center. Rules not included in the risk table will appear in the right hand column of the Retention Center.

6. Set the **Rule Criteria**. Grade Rules can be set to monitor final grades or a specific Grade Center column.

7. Once a Grade Center item is selected the criteria must be defined for that item. A Grade Rule can be set to a Grade Value in points or percentages or a Grade Average.
8. When criteria are set select **Submit**. The new rule should appear in the list of rules as well as the risk table in the Retention Center (if set up this way).

9. To edit an existing rule locate the rule in the list and select Edit from the dropdown menu. (You may also include or exclude rules from the risk table or delete the rule entirely).

10. Follow steps 4 through 8, depending on what type of rule you are editing.